

# 2020 ANNUAL REPORT



**Tukwila Fire Department**  
15447 65th Ave South  
Tukwila, WA 98188  
[www.tukwilawa.gov](http://www.tukwilawa.gov)



**SAFETY • COMMITMENT • EXCELLENCE**



Once again, I am pleased to present the Annual Report for the Tukwila Fire Department (TFD). Over the past 12 months, there has been continual change for all of us because of the challenges caused by the world-wide pandemic. The members of the Tukwila Fire Department have been here for our community and many of those efforts will be highlighted in this report.

TFD continues to enjoy tremendous support from our residents, Mayor Allan Ekberg and the entire Tukwila City Council, as evidenced by the two new replacement Fire Stations achieved by the 2016 Public Safety Bond vote of our residents. The new Fire Station 51 opened in September of 2020 and the new Fire Station 52 opened during the first quarter of 2021. The members of the TFD will repay that support by providing a long standing tradition of First Class Service to our Tukwila Community.

Whereas we realized a decrease in demand for our services because our community and nation have been shuttered during the Covid-19 shut downs, our response models changed to meet these demands.

TFD operates 4 fire stations and 4 fire companies with 54 total line personnel and 11 support positions. In 2020, we responded to 5284 calls for service. Our average response time in 2020 was 6.01 minutes, which is consistent with past years and made possible due to the effectiveness of our team and the resources afforded to the TFD.

Community outreach continues to be a priority. Our actions throughout the year demonstrate our commitment to the Community. While this past year has been a challenge, we continued to provide that support with a focus on safety. Because of the Pandemic our interactions with the community have been limited yet, we hope to soon lift those restrictions as more are vaccinated in our region and Nation. To learn more about us, please view our social media posts or our website. If you are interested in firefighting, our website provides information needed to become a firefighter with our organization. We are open to all backgrounds and we encourage all to investigate this exciting and rewarding occupation.

As we look forward to 2021, our priority will be to continue to provide the highest level of service to our community. We will work toward a secure and sustainable model of service levels and fiscal stewardship to the community. This goal will support the Tukwila strategic priorities of a high performing and effective organization. As your Fire Chief, I am grateful for the support of our city, this department and our community. I will repay that support by continuing to advocate for progress and growth within the TFD and the City of Tukwila. Our community may rest easy knowing that public safety is also a high priority of the city and fire administration. 2021 points to be a year of adjustments to create stability for that priority, with the goal of insuring the community is even safer in the future.

High Regards,

A handwritten signature in black ink that reads "Jay C. Wittwer".

Jay C. Wittwer, Fire Chief

## MAYOR'S MESSAGE

It is with gratitude that I thank the Tukwila Community for its support for its world-class City of Tukwila Fire Department. I especially want to thank all of the fire personnel on another year of service to our community, especially during the time of the COVID-19 pandemic. This new reality has created additional rigor amongst us all, and I appreciate your work.

In 2020, we saw new Fire Station 51 come online to serve our community and business needs of the Southcenter area. And we worked diligently through 2020 to prepare for the opening of the new headquarters Fire Station 52 in early 2021. We are thankful for these two new stations in our City as a continuation of our promise to build safe and efficient fire stations as a part of the voter-approved 2016 Public Safety Bond. We are fortunate to have these stations available for the safety of our community.

This past year the department worked hard to meet the City Council's adopted budget, while adjusting to a reduced staffing level due to the declaration of emergency. The Department continued their high-level of service standards, while simultaneously responding to lower volume of calls as our day-time workforce and visitors shrunk. I'd like to recognize that the Tukwila Fire Department is a regional leader in providing professional fire and emergency medical services.


Also, in 2020, the Fire Department continued to execute on the City Council proviso to further understand the services and operational efficiencies of the department by deploying an outside consultant to review the City's fire services. This effort produced a report for our residents, council, and fire personnel that will lead to further discussions about fire service scope of service, costs, and operational models that can be considered in order to ensure the long-term sustainable provision of fire services in Tukwila.

As always, I appreciate the department's service to our community and the care, responsiveness, and professionalism of our fire personnel.

Thank you to the Tukwila Fire Department for a successful 2020.



Respectfully,



Allan Ekberg  
Mayor



## 2020 CITY COUNCIL



*Position 1 - Verna Seal*

*Position 2 - Kathy Hougardy*

*Position 3 - Thomas McLeod*

*Position 4 - Cynthia Delostrinos Johnson*

*Position 5 - Zak Idan*

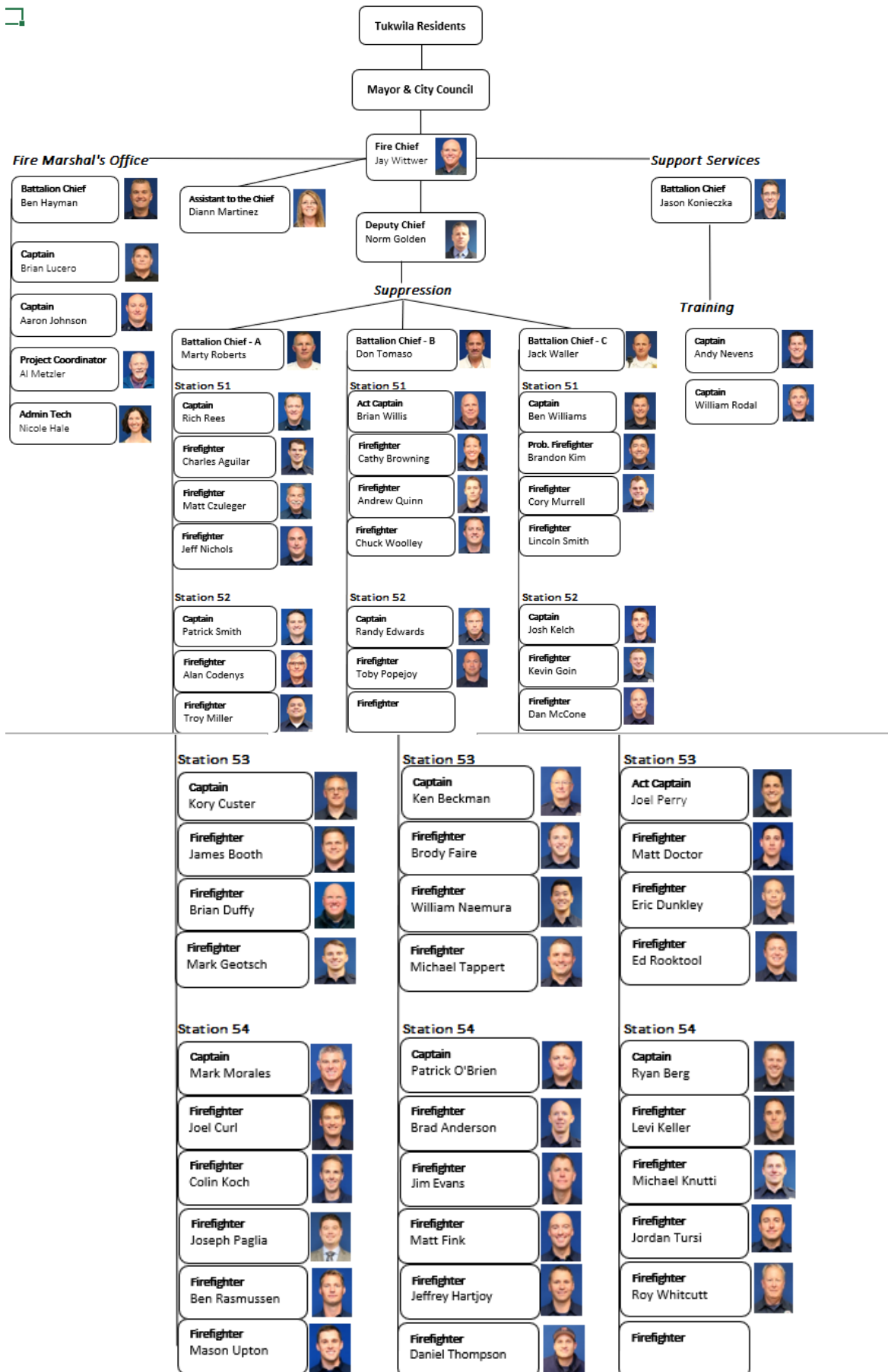
*Position 6 - Kate Kruller*

*Positions 7 - De'Sean Quinn*

# ORGANIZATIONAL CHART



5





# FIRE STATIONS



6



STATION 51

17951 Southcenter Pkwy



STATION 52

15447 65 Ave S

\*Opened February 2021



STATION 53

4202 S 115 ST



STATION 54

4237 S 144 ST

**SAFETY • COMMITMENT • EXCELLENCE**



## Tukwila Fire Department

### City of Tukwila Facilities



9.65 SQ Miles

20,930 Residential  
Population

150,000 Daytime



The department responded to 5,284 calls of service during 2020. This includes many different types of emergency and non-emergency calls. It is possible to display the information in a variety of ways to tell the story of the work that is done 24 hours a day, 365 days a year. Information concerning responses is displayed within the following pages of this report; however, just recording the work of the responders does not tell the whole story. Behind the fire and medical response, 12 members of the department work in various capacities to keep the department running.

## RESPONSE TIMES:

Most people are comfortable talking about averages, but it's important to note that with an average one half of the responses take longer than the "average". That can be very disconcerting when you are the one waiting for a firefighter. A better way to report response times uses 90% response times. This means that nine out ten times, the caller can expect the units to arrive in the specified time or less. It is a much more accurate planning number. Response times in the tables show both response time average and 90% response time.

## FIRE LOSS:

Fire loss is just one measurement demonstrating the "work" of a fire department. A better number might be represented by how much life and property is protected, but accurately reporting this type of number is difficult, if not impossible. With assessed value of over \$6 billion of properties within Tukwila, the Department limited fire loss within structures to TBD (waiting on this data for 2020).

## CARDIAC ARREST SAVE RATE:

Cardiac Arrest save rates are calculated using the Utstein Criteria, an internationally recognized cardiac arrest resuscitation measuring criteria. This criteria looks at a specific type of cardiac arrest and considers the outcome to be a save if the person leaves the hospital after the event and returns to their post-event level of activity.

These data points are reported to each agency by King County Emergency Medical Services. The average save rate over the past three years for King County has been in the 50 percent range. For 2020 Tukwila Fire Department is at 80%. This higher number in Tukwila is reflected by early bystander intervention, a quick response by the South King County Medic One Paramedics and an adequate number of trained firefighters being immediately available to respond.

All data used in this report was provided by the Valley Communications Center.



The City Council approved Resolution 1977 on December 2, 2019, this set performance standards for the Fire Department. These standards are found on the following pages.

The goals are based upon saving lives and property. Defined goals are expected to be performed nine out of ten times or 90% of the time. Data shows The Tukwila Fire Department (TFD) is meeting or exceeding within 3% of the standards set in Resolution 1977. Continual improvements are being made to enhance these performance standards. Relocating two current Fire Stations and updating equipment used by the firefighters are examples of these efforts.

## Measuring Performance

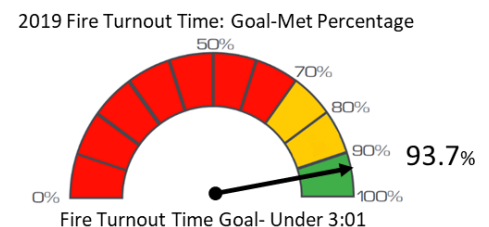
Performance Goals are illustrated in categories:

**Green:** TFD is meeting or exceeding the goal

**Yellow:** TFD is reasonably close to meeting the goal.  
(The difference between an 88% and 90% is just 3 to 4 seconds)

**Red:** TFD is not meeting the goal and focused effort should be made to improve performance.

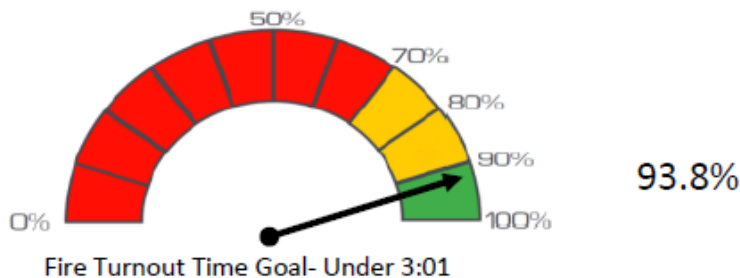
Performance will be displayed similar to the format above.



The Department responded to 5,284 calls in 2020. Information about responses is displayed below; however, just recording the work of responders does not tell the whole story. Along with the Fire-fighter EMT's on the front line, there are 12 members of Tukwila Fire who work in vital administrative capacities to keep the Department running efficiently.

## Department Data Overview

2020 Fire Turnout Time: Goal-Met Percentage



Turnout time is the time from when the fire station is alerted to an alarm until the vehicle leaves the fire station.

Our 2020 goal was to meet 3:01 for fire-related calls and 2:38 for medical-related calls 90% of the time. In 2020, we exceeded this goal with a rate of 93% of the calls were within this goal.

2020 Fire Response Time: Goal-Met Percentage



Response time is the time from when the fire station is alerted to an alarm until the crew arrives at the incident.

Our 2020 goal was to achieve 7:59 for fire-related calls at least 90% of the time. In 2020, we met this goal 86% of the time, which translates into a few seconds from this goal.

2020 Fire 1st Alarm Response Time: Goal-Met Percentage



"First Alarm Response Time" is how long it takes all of the apparatus to arrive at a fire-related incident, including ones that may be travelling from further away.

The 2020 goal was for the last-arriving vehicle to arrive within 9:29 at least 90% of the time. In 2020, we met this goal 86.4% of the time, which is within a few seconds of achieving this goal.

Turnout time is the time from when the fire station is alerted to an alarm until the vehicle leaves the fire station.

Our 2020 goal was to achieve a turnout time of 2:38 for medical-related calls at least 90% of the time, which in 2020 was met at 89.2%.

2020 EMS Turnout Time: Goal-Met Percentage



Response time is the time from when the fire station is alerted to an alarm until the crew arrives at the incident.

Our 2020 goal was to achieve 7:52 for medical-related calls at least 90% of the time. In 2020, this goal was met at 86% of the time which is a few seconds from this goal.

2020 EMS Response Time: Goal-Met Percentage

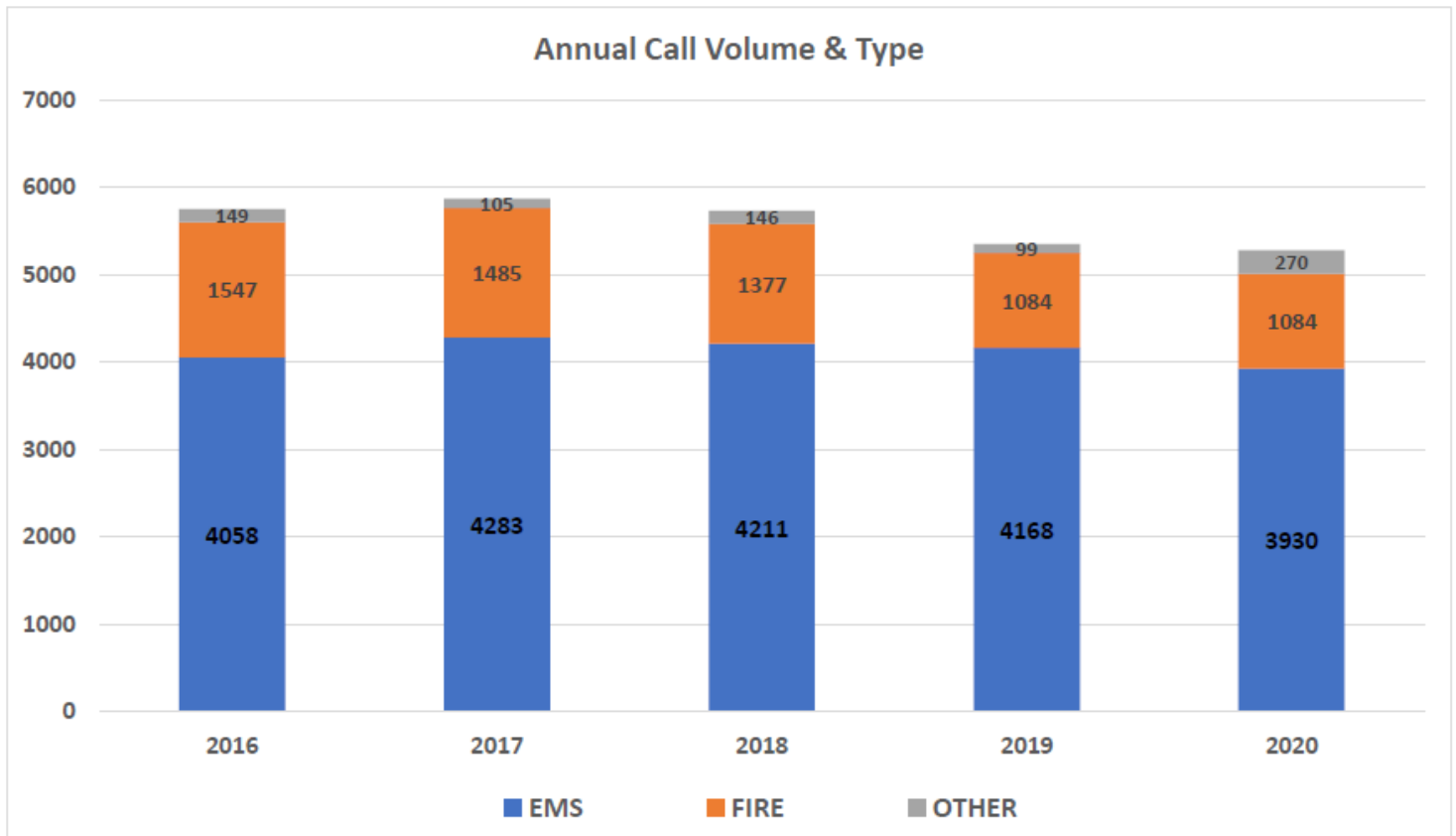


Although measuring the average response time for a fire department can be useful, the definition of “average” means that many of the people needing help could be waiting a lot longer for the fire department to arrive. Talking only about the average doesn’t describe that. Instead, we set annual goals of responding 90% of the time within a certain time limit. These goals, and how we performed in meeting them, are shown in the gauges.





## FIVE YEAR HISTORY OF VOLUME AND TYPE

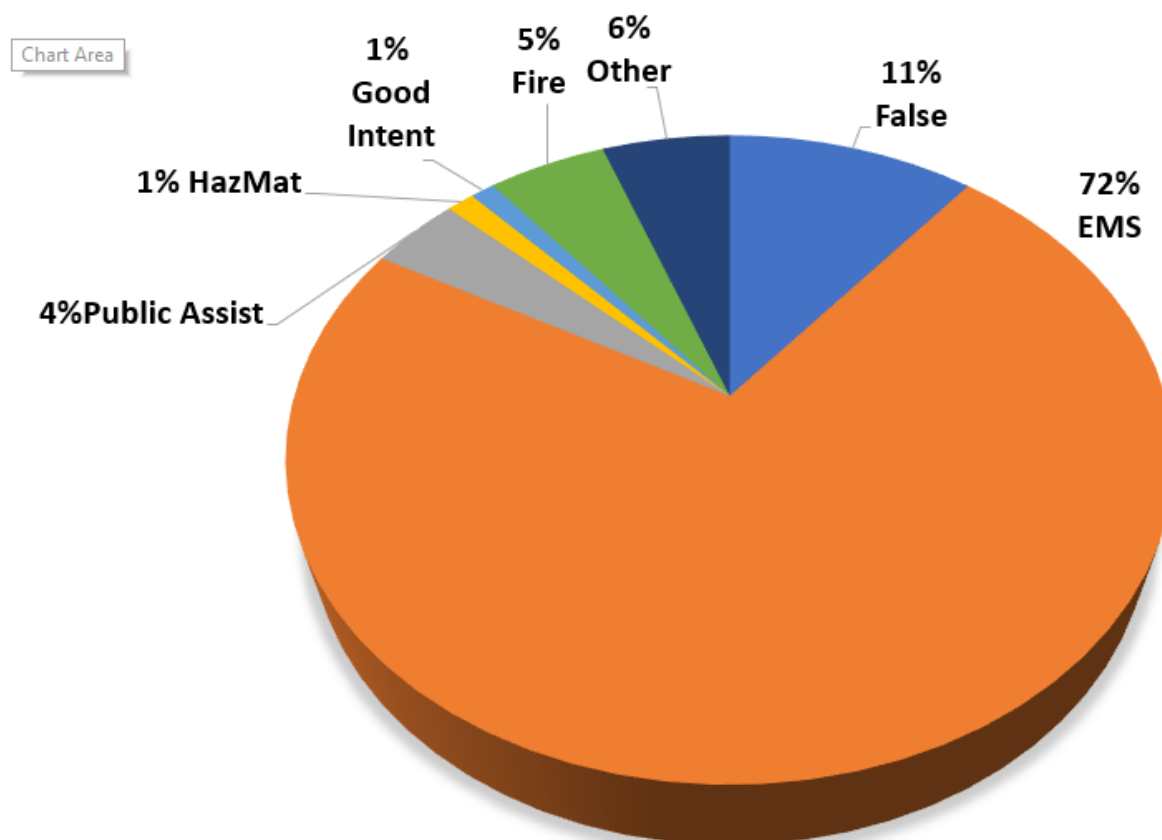


	EMS	FIRE	OTHER	TOTAL
2016	4058	1547	149	5754
2017	4283	1485	105	5873
2018	4211	1377	146	5734
2019	4168	1084	99	5979
2020	3930	1084	270	5284

# FIVE YEAR HISTORY OF CALLS BY TYPE

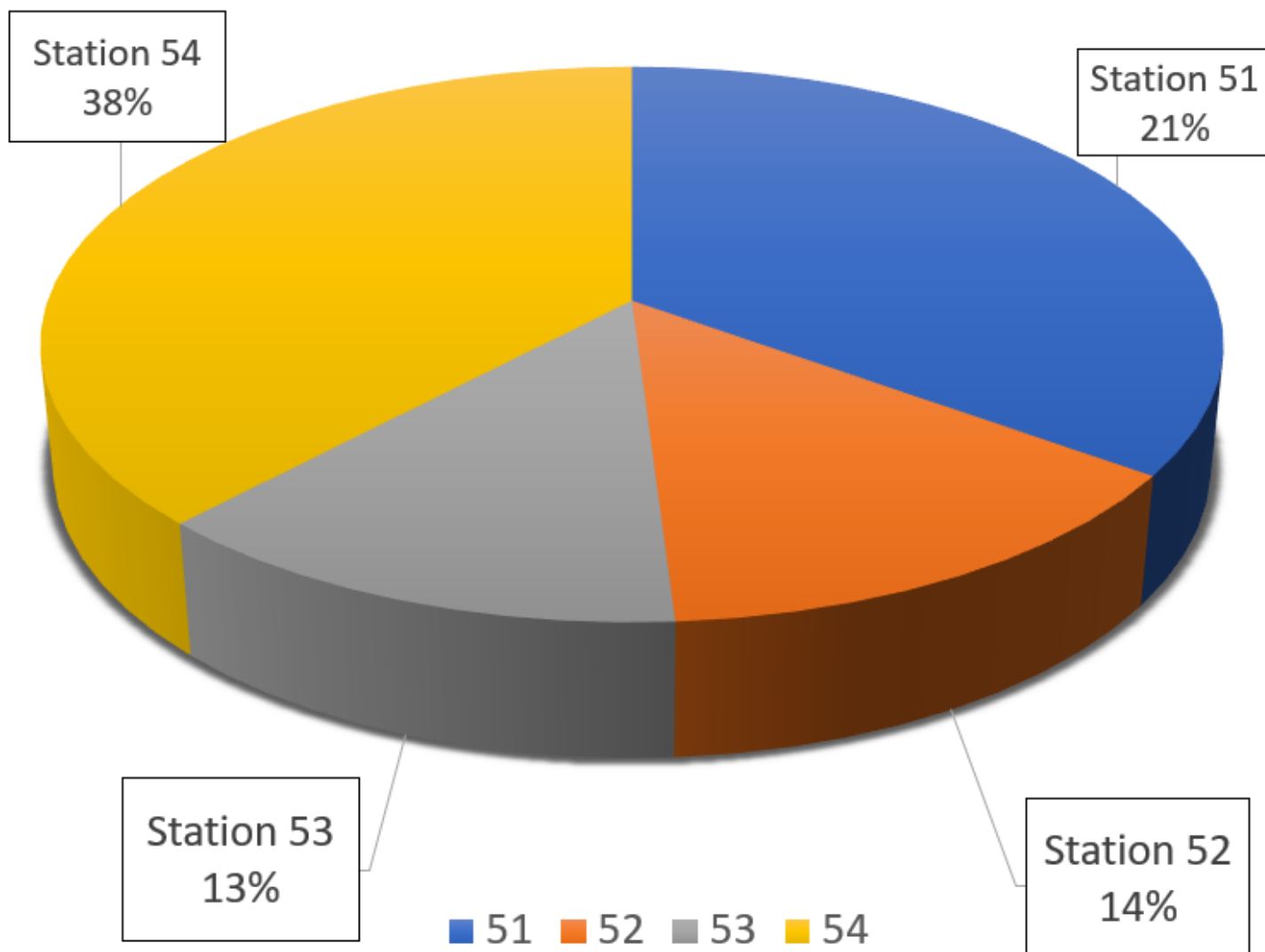
## 2016 - 2020 Calls By Type

Call Type	2016	2017	2018	2019	2020
EMS	4058	4100	4049	4003	3811
False Report	631	713	713	724	570
Good Intent	475	463	481	584	352
Fire	318	309	326	331	274
Public Assistance	123	146	145	177	207
Hazardous Material	118	108	86	136	62
Other	28	31	36	11	7
Explosion	0	4	3		
Weather	3	3	03	3	1
Total	5754	5873	5734	5979	5284



# 2020 CALL DISTRIBUTION

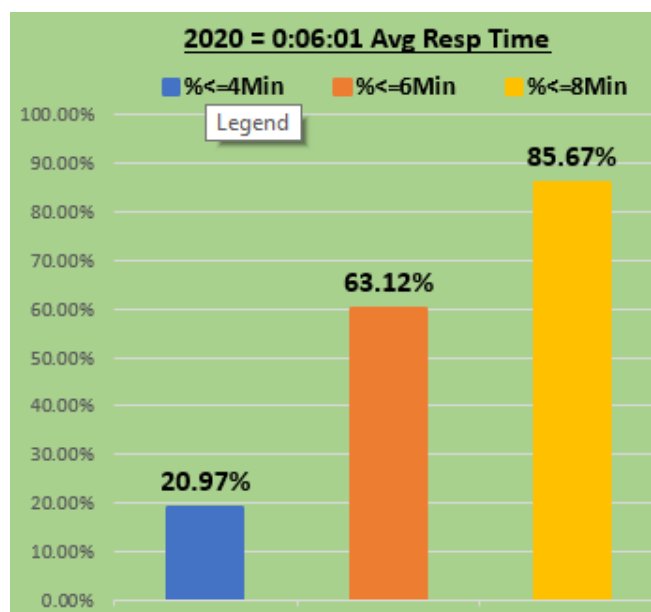
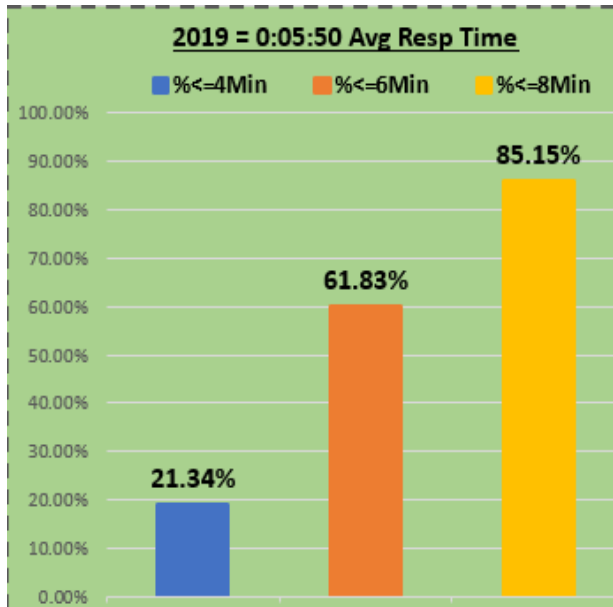
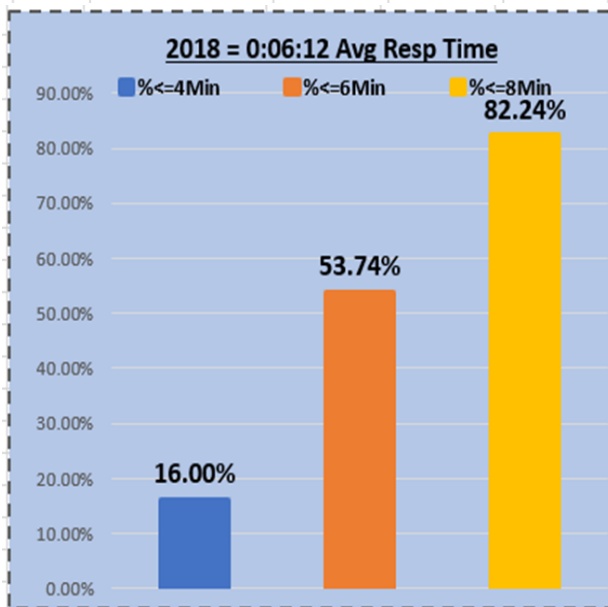
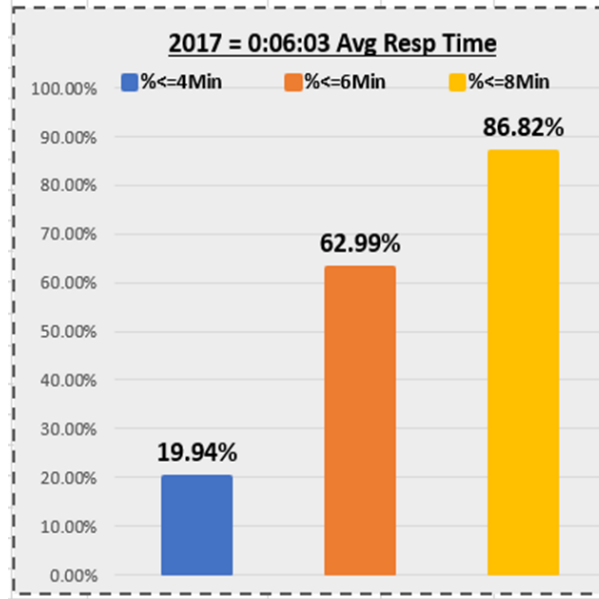
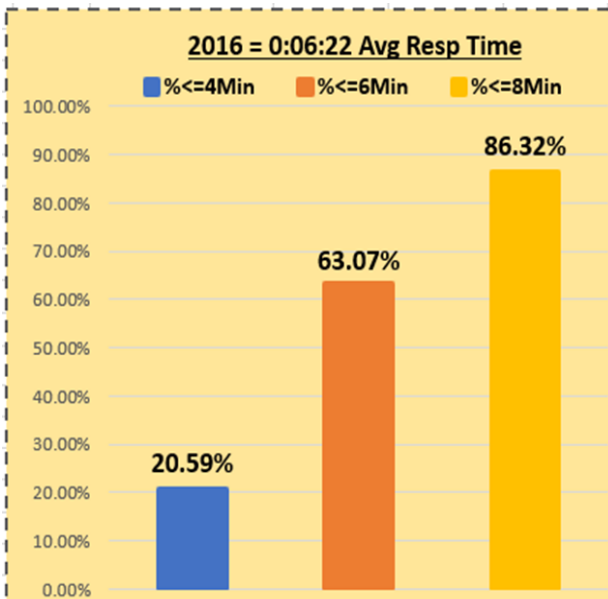
## 2020 Call Distribution



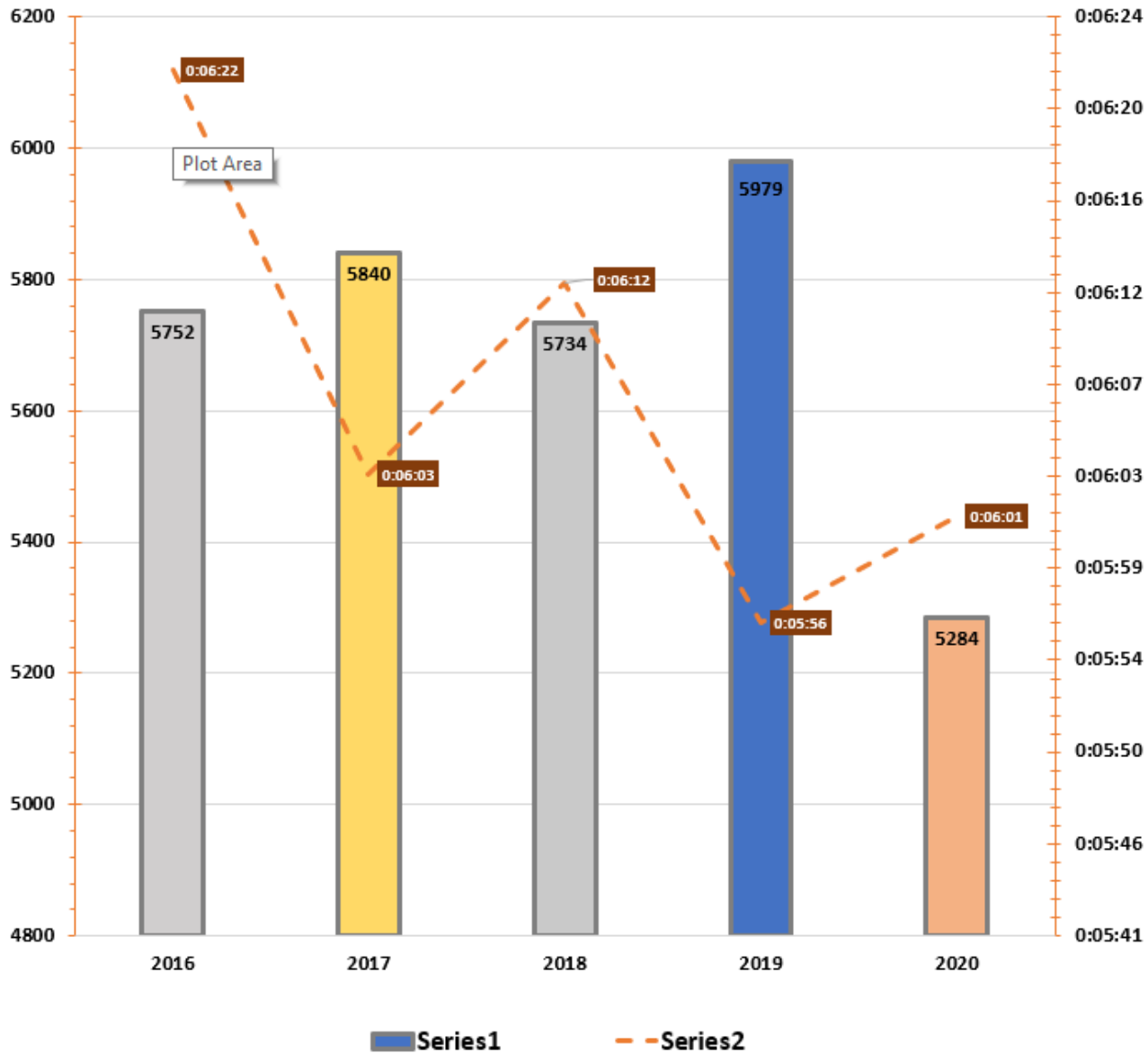
Station	Number of Responses*
Station 51	1143
Station 52	762
Station 53	714
Station 54	1864
Out of Area	801
<b>Grand Total</b>	<b>5284</b>
(*In and Out of Service Area)	



# AVERAGE RESPONSE TIMES

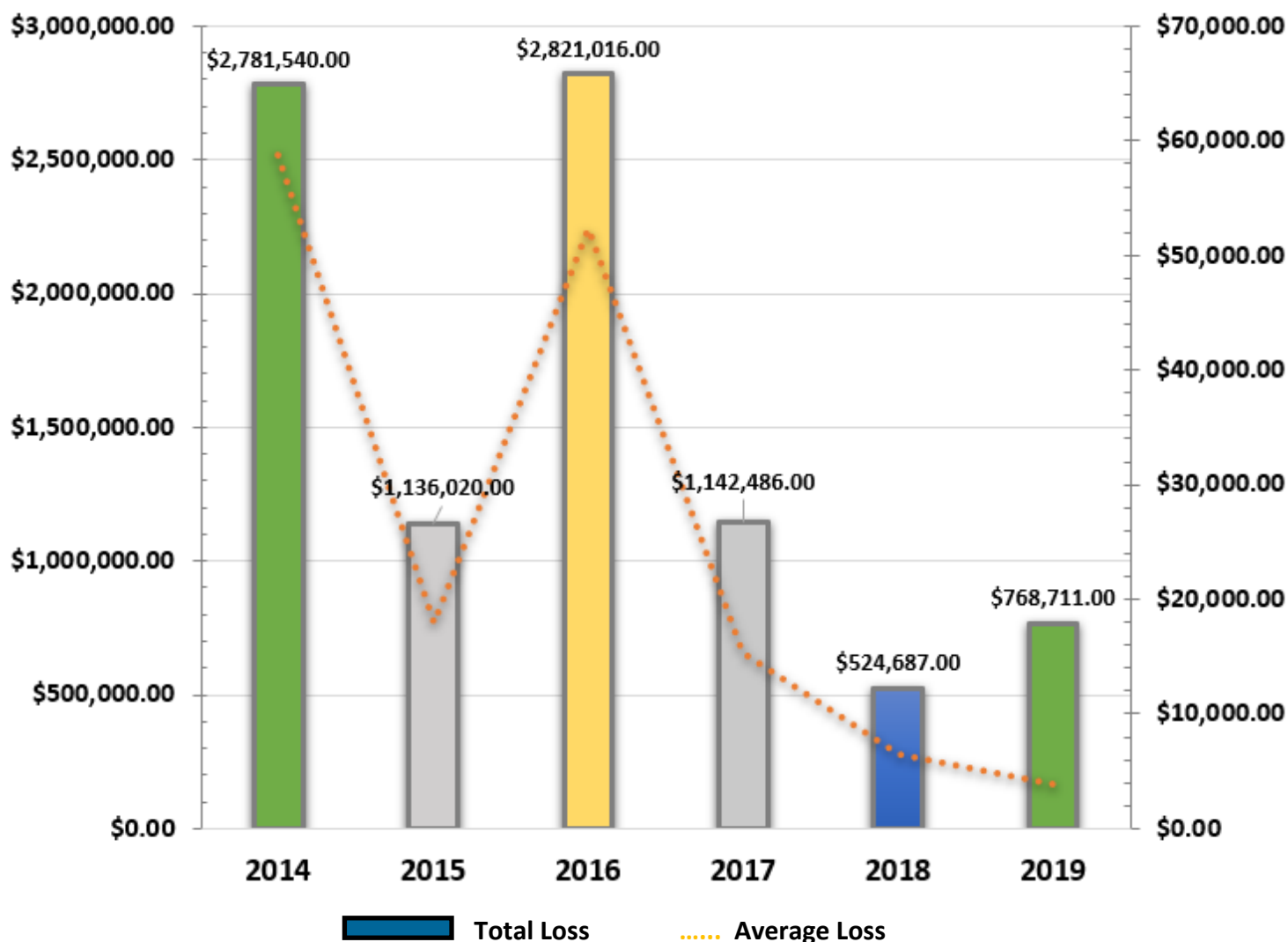


# AVERAGE RESPONSE TIMES



YEAR	Total Incidents	Avg Resp Time
2015	5545	0:06:12
2016	5752	0:06:22
2017	5840	0:06:03
2018	5734	0:06:12
2019	5979	0:05:56
2020	5284	0:06:01

## Total and Average Loss

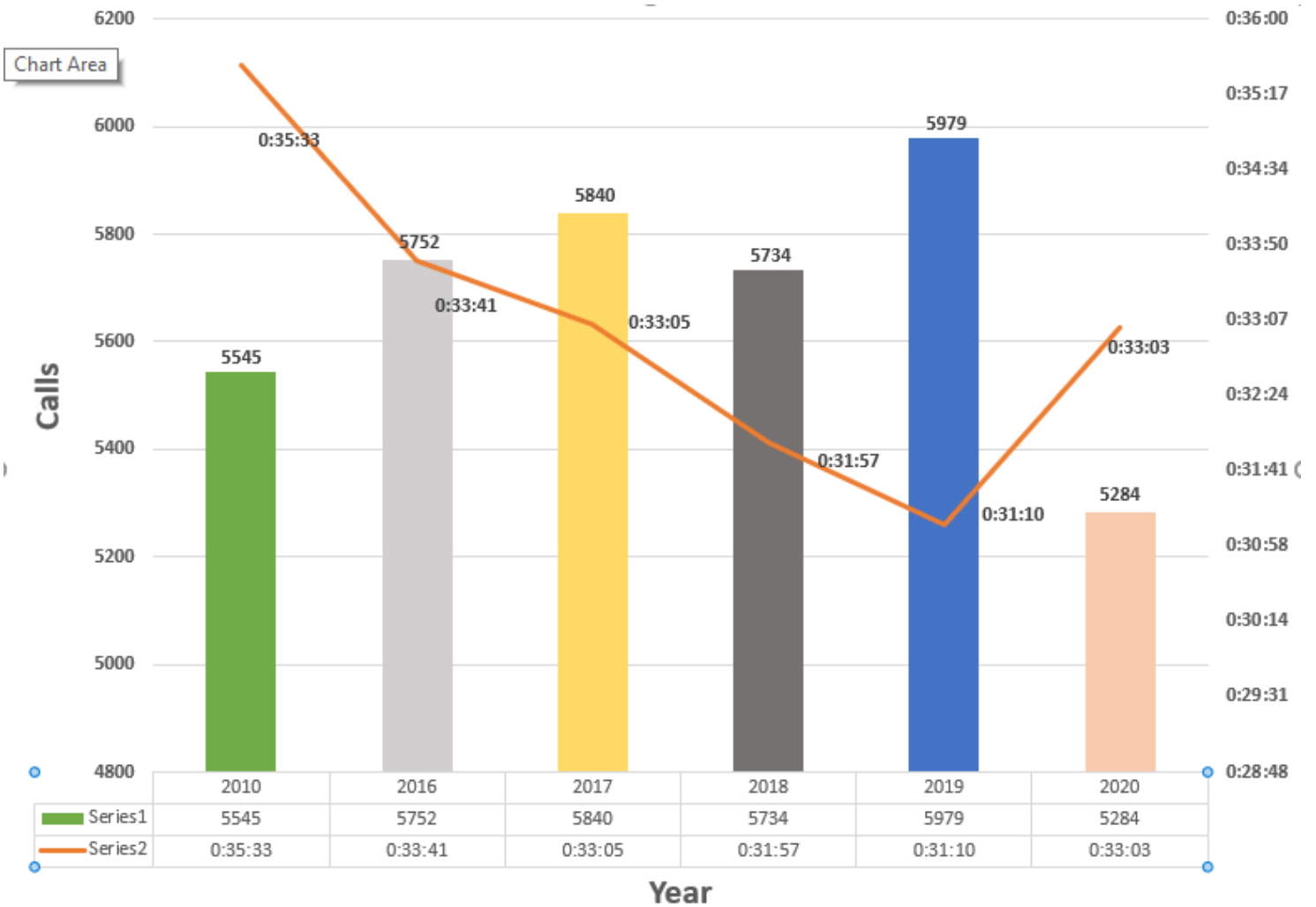


(waiting on Data  
for 2020)

Year	Total Loss	Average Loss
2014	\$2,781,540.00	\$58,708.09
2015	\$1,136,020.00	\$17,958.12
2016	\$2,821,016.00	\$52,299.64
2017	\$1,142,486.00	\$15,388.57
2018	\$524,687.00	\$6,510.32
2019	\$768,711.00	\$3,824.43



## Average Duration On-Scene



## FIRE MARSHAL'S OFFICE

Fire Prevention reviews plans to determine compliance with the adopted 2015 International Fire and Building Codes as well as all local codes, ordinances, standards and regulations. Fire Plan reviewers look for such things as adequate and compliant fire safety systems, fire resistant building materials, TFD access, and proper and adequate exiting. The number of construction plans reviewed in 2020 increased from the previous year.

### Staffing:

- 1 - Battalion Chief-Fire Marshal
- 1 - Project Coordinator-Development Plan Review
- 2 - Captains- Development Inspections and Fire Investigations
- 1—Admin Tech position

### Current Service Level provided:

- Conduct Fire plan reviews for Construction and Development Permits
- Conduct Fire Inspections for Construction and Development permits
- Conduct Cause and Origin Fire Investigations for Tukwila

### *2020 Accomplishments*

Working with the Permit Center to build all FMO development and maintenance services within TRAKIT. Moved all Fire Permit services to the City Permit Center, to provide a unified permitting location for our customers.

- Updated the FMO Fee Schedule to better recover more of our service delivery costs and provide a means to support FMO staffing;
- Updated the Fire Marshal's Office web page, so we can better serve our external customers.
- Increased paperless processes within the Fire Marshal's Office and developed a plan to integrate with the City's records management program.
- Updated Fire Code regulations for the Tukwila Municipal Code/City Ordinances.
- Development of succession plan for future Fire Prevention staff and provide certification training prior to their assignment.
- Started to use the Bomb Arson Tracking System BATS, as a records management system for our Fire Investigations.
- Identified services/inspections within the Fire Marshal's Office that are non-critical and could be shared with another City Department such Addressing, Special Event Permit Coordination, FMO Records managements for development process, and Egress Lighting inspections.

## SUPPORT SERVICES

The Support Services Battalion Chief was expected to start in 2020, but due to the COVID-19 pandemic, this became the key support role of Health Officer for the City. This position spent a much of the time working on pandemic related issues such as the need for isolation and quarantine of several of our firefighters as well as supporting all city staff.

### Other assignments and accomplishments in 2020

- Graduated from the Executive Leadership Academy from the Foster School of Business at the University of Washington.
- Participated on the Fire Station design team and assisted with the move into new Fire Stations 51 and 52.
- Continued to establish our department's social media including our Twitter, Facebook and, Instagram accounts.
- Set up a Captain's Promotional Test
- Transitioned to National Safety for new hires, and set up a new pre-screening interview process done virtually.
- Attended the monthly Fire Operations Chief's meetings
- Worked on a committee to establish the Zone 3 PIO program which includes dissemination of the program details to all the BCs and Acting BCs in the Zone.



## STATION 51 DEVELOPMENTS



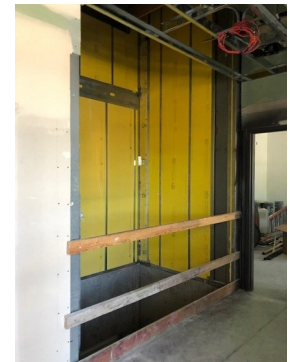
Grading— 6/2019

Slab On Grade - 8/19/2019

Dry in— 1/2020

Move in—9/10/2020

## STATION 52 DEVELOPMENTS



Grading 11/2019

Water Retention Vault - Lid set 10/25/2019

Footings 12/10/2019

Bricks Completed 8/2020 Elevator Shaft 10/2020 \* Moved in 2/12/2021



**7 Members**  
est. in 2004

## Events Serviced:

Due to Covid 19 Honor Guard events were limited in 2020

- 1 Memorial Service
- WA State Fallen Firefighter Memorial
- Academy Graduation
- One Bell Ringing Ceremony
- Quarterly training



FF Browning at Fallen FF Memorial

## AWARDS



**BC Ben Hayman: Employee of the Year**



**AI Metzler and Ben Hayman: 2020  
Team Work in Action Award**

## PROMOTIONS & NEW FIREFIGHTER



**Joel Perry & James Booth  
Fire Captain—Dec 2020**



**Firefighter Lincoln Smith  
Graduated the Academy June 2020**

## RETIREMENTS



**FF Greg Hansen—June 2020**



**Captain Chuck Mael—June 2020**